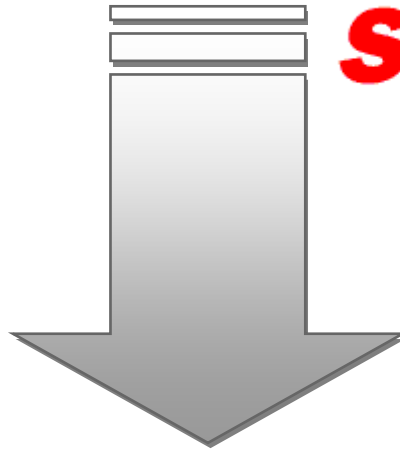


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- Document Management Explained



StorGuard
STORAGE SOLUTIONS



StorGuard

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Document Management Explained

This is designed to give you an overview of the main activities we do, what is involved and the charges for each one. If there is something you need to get done, but it's not on this list, give us a call. We will happily discuss any other archiving and storage needs you may have and will help you to find a storage solution that meets your needs. This document is split into four sections below:-

- 1. Getting your stuff together for archiving**
- 2. Getting the full box to us**
- 3. Retrieving your box and getting the information back to you**
- 4. Getting rid of your boxes when you are finished with them**

We hope that you find this guide useful, clear and transparent. All the prices below are based on a standard sized box (details below of what this is, and why it's important). Other box sizes can be accommodated, but the impacts to StorGuard, and to the customer, are different and therefore different prices will apply.

1. Getting your stuff together for archiving

Buying Standard Archive boxes

£27.50 (pack of 10)

The standard box size is 410x295x250mm and is the made by the leading archive box manufacture to a patented design; it is double walled and fully complies with current requirements and regulations. There are clear rules laid down by the Health and Safety Executive on allowable loads to lift (which vary for men and women, interestingly), and any employer not adhering to those guidelines lays themselves open to the risk of legal action from employees who injure themselves at work. We recommend customers use this box because it is a size that keeps the laden weight within these guidelines; it has the added protection of the appropriate written warnings printed on each box.

Organising your boxes and inventory

Price on Application

Usually customers pack the boxes themselves, make a list of the contents of each box and assign the box a reference number for their own records. Then the box is ready for collection/delivery.

Alternatively, if you just have piles of paper and files, we can inventory it for you, either at your premises, or you can send it all to us to handle. We will make a record of what we put it into each labelled box, and then get those boxes into our systems and onto shelves. We can then send you an electronic inventory of what items are in which boxes for your records so you can retrieve any of the information at a later date. You can choose for us to do some or all of this for you, and we will agree the scope of work and price we will charge you in advance and take all the hassle of this off your hands if you wish.

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2. Getting the full box to us

You can have them delivered to one of our sites, or we can collect them from a location of your choice.

Collecting boxes from you

Typically, the cost of collecting boxes from somewhere within 12 miles of one of our locations is:

1-5 boxes	£25.00
Additional boxes	£2.25 each box

We will collect boxes from your premises and take them to our site, ready for integration into our systems. If done at the same time as delivering boxes to you, this will be done free of charge.

Add new box to inventory & put into storage £1.00 per box

This is the fee for recording the box onto the system, producing the bar code label and physically taking the box from our loading bay and placing on the shelf; scanning the box in, recording its location and updating the customer's inventory.

Annual storage of a Standard box £5.25 per annum
(£0.4375 per month, or 1.4 pence per day.)

There are discounts available for larger quantities of boxes stored. The more boxes stored, the lower the price per box per year. Larger boxes can be stored, but cost significantly more per box because you need two people (instead of one) to lift, move and place each time, because of Health and Safety issues. Larger boxes also take up more shelf space.

3. Retrieving your box and getting the information back to you:-

Next day delivery

1-5 items (an item can be a box, or a file from within a box)	£25.00
Additional items	£2.25 each item

This is our most popular retrieval method by far. We ask that we receive the instruction/request (by fax or email not verbal) by 4:00 p.m. as this gives us time to plan the next day's work. The £25 fee covers the cost of us of dealing with the customer's request of up to 5 items (these can be boxes or files or a combination of both) finding the box on the system, locating it on the racking, physically taking it to the loading bay ready for dispatch and updating the system to track the movement and producing the delivery note. It also includes the physical delivery of the box or file to anywhere within 12 miles of one of our locations and handover to a designated member of the customer's staff, who is required to sign for the delivery.

Same day delivery

1-5 items (request received by 10:00)	£35.00
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Additional items £2.25 each

The fee is increased by £10 as we have received their instruction/request on the same day that they require the item(s); although it was not planned we can still deliver it but there is a 'disruption' fee payable. This fee again includes delivery to anywhere within 12 miles of one of our locations and is again signed for.

2 hour response urgent delivery

1-5 items (request received by 14:00)	£45.00
Additional items	£2.25 each

This is for an emergency delivery, or as some archive companies call it a 'rush' request. We have to stop the world and immediately deal with the instruction/request and deliver the item(s) within 2 hours of receiving the instruction/request.

20 minute response

First item (page)	£100.00
Per page	£1.00

The most screamingly urgent items can be found and faxed, or scanned and emailed to someone. Clearly this is for the most critical items, and generally only for small quantities (a few critical missing pages). This avoids the need for the box to get to you physically, but does mean that a number of people and processes are involved to make sure you get what you need – now!

Out of hours response

£230 minimum

In the unlikely event that a customer wants to retrieve a box or file outside of our normal opening hours the fee will be a minimum of £230.00. A member of our staff will get out of bed, and travel to the site, unlock the building, find your box and then deliver it to you.

4. Getting rid of your boxes when you are finished with them

Permanent withdrawal

Any quantity of boxes	£2.25 per box
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This is when a customer wants to permanently withdraw a box from storage, the fee covers finding the box on the system, locating the box in the racking, physically removing the box from the racking and taking it to the loading bay and updating the system and the customer's inventory that the box has been permanently withdrawn. This fee does not include the delivery of the box physically back to the customer. Some customers wish to have boxes back to themselves first, prior to destroying them, just to double check that there is nothing misfiled that they need to keep.

And finally.....

Secure Document Shredding

Any number of boxes	£5.95 per box
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Getting rid of waste, any type of waste, is very expensive and paper is no exception – we shred to security level 3, a cross cut shred which is the requirement of the banks and we will give the customer a certificate of destruction. There are sometimes discounts available on this fee if large quantities of boxes are being destroyed or alternatively if a client does not need the "Security Level 3" shredding. For most of our customers, secure shredding and proof of shredding is important.

Questions

Should you have any questions, please contact one of us (details below). We will be happy to answer any questions, check out any existing supplier's pricing and service level and give you simple, honest, straightforward advice to allow you to run your business better, with fewer headaches.

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